

POINT OF REFERENCE

Newsletter of the N.J.L.A Reference Section

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Elaine Gaber, Editor

NJLA REFERENCE SECTION OFFICERS

MARY B. MURPHY, President
Bernards Township Library 908-204-3031

Mary was first associated with the Sussex County Reference Council and later with the NJLA Reference Section. She received her MLS from Rutgers in 1983 and then worked at the Memphis Public Library for one year before working at Upsala College, Wirths Campus. Currently, she is on the Reference staff in Bernards Township.

CATHERINE SULLIVAN, VP/President Elect
South Orange Public Library 201-762-0230

Catherine graduated from Seton Hall and Rutgers with an MLS in Library Science. She is currently Head of Adult Services and serves on the Reference and Public Relations Committees. Within her community, she serves on the South Orange Community Relations Committee and the Interfaith Hospitality Network for the Homeless of Essex County.

JUDITH YANKIELUN LIND, Treasurer
Roseland Library 201-226-8636

Judith is presently the Director of the Library and holds an M.A. in Library Science from Glassboro State College as well as a M.A. degree in Folk Art Studies from N.Y.U. Having recently completed a four year term on the Editorial Board of Booklist's Reference Books Bulletin, she continues her association as an alumnus reviewer. She is also a reviewer for Library Journal.

JOHN SITNIK, Secretary
Bloomfield Library 201-429-9295

John is a graduate of Rutgers-Newark and Rutgers Library School and has been with the Bloomfield Library since 1972. He has a varied background and has worked in Adult

"HOW RELIABLE ARE YOUR BUSINESS REFERENCE SOURCES?"

The Reference Section of N.J.L.A. is sponsoring a workshop on Wednesday, November 13th from 9:30 a.m. to 1:00 p.m. at the Monmouth County Library headquarters in Manalapan. The program title is, "How Reliable are your Business Reference Sources?" Representatives from major New Jersey and national business reference publications such as: Commerce Register, Corfacts, Dun's, Gale, MacRaes, Moodys, National Register and Standard & Poors have been invited to speak. The discussion of their publications will include their scope/coverage, criteria for inclusion (how are businesses selected?), methods used to collect data, when data is updated, and will customer support be available for questions about data? This program will be followed by a Reactor Panel consisting of librarians from public, academic and special libraries who will provide examples of discrepancies from one publication to another. Please bring your own examples. We anticipate a lively exchange and hope that the workshop will lead to better business reference sources.

REGISTRATION FEE: NJLA members \$9.00
non-NJLA members \$13.50
- Please make checks payable to NJLA -

Mail your reservation and check to:
Judith Lind, Roseland Public Library
20 Roseland Avenue, Roseland, NJ 07068

Please contact a Reference Section officer for any additional information required.

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NJLA REFERENCE SECTION OFFICERS, continued

Services, Young Adult Services, Children's Services and Government Documents. He is presently Head of Reference Services.

"INTERVIEWING WITH ELEGANCE"

If your professional goal is to improve reference performance, then utilizing the techniques perfected by Ralph Gers and Nancy Bolin is definitely worthwhile. Their method starts with joining forces with a fellow librarian who would alternate acting as "coach" and "player." You and your partner agree to coach each other in the application of new skills by providing support and offering technical feedback and positive reinforcement. According to Gers and Bolin, the most important skills or "model reference behaviors" are:

1. Verifying the specific question before searching.
2. Asking, "does this (completely) answer your question?"
3. Finding the answer in the first source searched.
4. Using open probes to elicit the patron's specific question (ex. "could you expand on that?").
5. Giving the patron your full attention.
6. Paraphrasing or repeating to demonstrate understanding.

In theory, the librarian ("player") would utilize these behaviors after checking off the ones that she wished the "coach" to observe. When a patron walks up to the Reference Desk, the "coach" would observe the MRBs (model reference behaviors); record what the "player" said to the patron; and provide positive reinforcement and technical feedback (non-evaluative). Participants have found that using these techniques have substantially increased the percentage of correct answers given. For additional information, consult Library Journal 110:32-5 November 1, 1985.

"Point of Reference"

Newsletter of the NJLA Reference Section
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NJ 07003

"THE FORGOTTEN SOURCE..."

Searching for answers? Try New Jersey government documents. Much may be found on important topics such as: the census, local school districts, home ownership, crime and health. Publications such as newsletters, directories, public hearings, master plans or statistical reports are formatted into annual departmental reports, monographs or periodicals.

Recently, New Jersey State depository libraries were added to the New Jersey State Data Center/Business & Industry Data Network with the State Library acting as the coordinating agency. For additional reference support, contact your nearest depository library or Bob Lupp at the State Library (609-292-6294).

MEMBERSHIP BENEFITS

Reference Section dues support the reference programs, workshops and newsletters. In addition, this section voices the thoughts and concerns of importance to reference librarians. We encourage you to support and participate in our programs. If you wish to discuss a topic of interest, please contact one of our officers!

"POINT OF REFERENCE" CONTRIBUTORS

Sylvia Gaddi, Paramus Public Library
Elaine Gaber, Morris County Library
Jane Van Wiemokly, Morris County Library

